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SONY BRAVIA TROUBLESHOOTING MANUAL

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SONY

BRAVIA

Troubleshooting Guide

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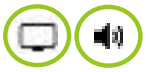
No picture and no sound.....6 

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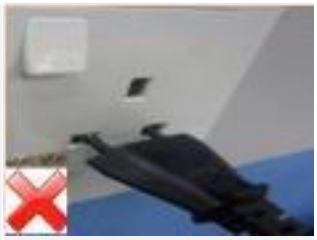
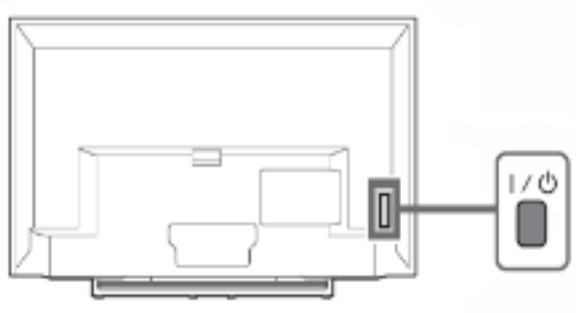
TV cannot turn on (no power) or TV screen is black

1. Make sure the AC power cord is connected securely to a working wall outlet.

Plug in the socket properly		
Check the cable connection		
Check connection of AC Adapter		

2. Make sure the POWER button on the TV is on, and then press POWER button on remote.



If the TV turns on but does not respond to remote control, the issue may be on the remote. Please check the battery.

3. If the symptom remains, try to unplug the TV power cord from the electrical outlet at least for **30 seconds**, then plug the power cord into a known working electrical wall outlet.

4. Attempt to turn on the TV. If there is still no picture even though the TV is on, please refer to page 6.

Picture quality is not as good as viewed at the store

View the BRAVIA Image available on your TV to confirm picture quality. BRAVIA image is sample image available by default on your BRAVIA.

For R Series
Press the HOME button, and then go to **Media** > **Photo** to view sample image.

If BRAVIA image is clear → no issue with your TV, most likely this is because of the content quality. Refer to page 5 for more details.

If BRAVIA image is not clear → service may be required. Please consult to Sony Contact Centre.

For W Series TV
Now you can run **Problem Diagnosis** to troubleshoot Picture/Sound symptoms.

Press the HOME button, and then select **Help** → **Customer Support** → **Problem Diagnosis** → **Picture/Sound Symptoms**.

After starting the diagnosis, follow instructions on the screen to diagnose the symptom and possible cause.

Standard Definition (SD) and High Definition (HD)

Standard Definition (SD) has a vertical resolution between 480 and 576 lines.
High Definition (SD) has a vertical resolution between 720 and 1080 lines (Full HD).

When SD video signal is displayed on HD TV, the image will either appear smaller on or up-scaled (resized) to fit the screen.

SD video on HDTV without up-scaling

Up-scaled SD videos on HDTV

Some DTH or set-top box (depends on the providers) may upscale SD signal to HD levels. However, this can erode the quality of the pictures or even crop the image. For example, 4:3 image can be up-scaled and then cropped to display full screen image on 16:9.

Tips:
HD TV channels require you to have a special set-top box that receives HD signals and routes the content to the TV via an HDMI cable.

HD video on HDTV

The picture is too dim or too bright

If the picture brightness is not comfortable for your eyes, you can adjust the brightness.

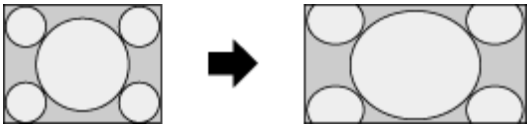
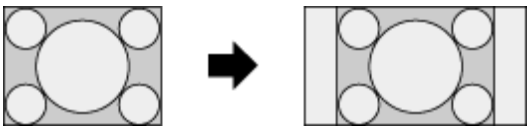
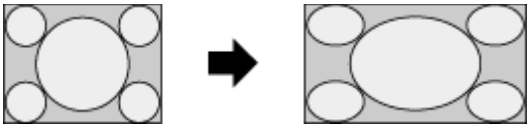
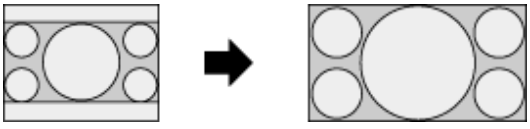
1. Press the HOME button.
2. **W Series:** Select **Settings** → **Display** → **Picture** → **Brightness**.
   R Series: Select **Settings** →**System Settings** →**Picture** →**Brightness**.
3. Adjust Brightness.

The picture is not full screen (cropped or too small)

This may happen when the content format does not match with TV (refer to page 6). Change the Wide Zoom Settings to display the picture properly.

1. Press the HOME button.
2. **W Series:** Select **Settings** → **Display** → **Screen** → **Screen Format/Wide Mode.**
   R Series: **Settings** →**System Settings** →**Screen** →**Wide Mode**

Some of available options:

Wide Zoom	Enlarge the picture to fill 16:9 screen. Image may be cropped.	
Normal	Displays 4:3 picture in its original size with side bars.	
Full	Stretches 4:3 picture horizontally, to fill 16:9 screen.	
Zoom	Displays 16:9 picture that has been converted into 4:3 letter box format back to original.	

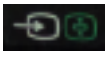
No picture (screen is dark) and no sound

1. Make sure the TV is on and connected to device source properly.

   Check which ports are common on both the device and TV, then choose a cable that is compatible into both devices.

   For **Set Top Box** connection, remember to connect RF cable (aerial) to Set Top Box.

SOCKETS/PORTS	SIGNAL TRANSMITTED	PICTURE QUALITY PERFORMANCE
HDMI	Picture + Sound	Best quality
Component Video	Picture + Sound	
Composite	Picture + Sound	
RF/COAXIAL	Picture + Sound	Normal quality

2. Make sure the TV is set to the correct video input to receive the signal.
   1. Press  on your remote.
   2. Select proper input based on the port you are using to connect with other device.

3. Tune the channel with Auto Tuning or Manual Tuning. Refer to instructions manual of your TV.

4. Perform factory reset.
   1. Press the HOME button, then select **Settings**.
   2. **System Settings → General Set-up → Factory Settings → Yes**. After completing this process, the initial set-up screen is displayed.

No Sound/Low Sound

Make sure Volume is not muted either on TV or cable box if being used and no headphone plug is connected to the TV. Select proper Sound settings.

1. Press the HOME button.

2. **W Series:** Select **Settings** → **Sound**.
   R Series: Select **Settings** → **System Settings** → **Set-up** → **AV Set-up**

3. **Select Speakers and set the following:**
   - To output sound to TV speakers, select **TV Speakers**.
   - To output sound to external audio system, select **Audio Speakers**.

4. **Select Headphone/Audio Out and set the following:**
   - To output sound from headphones, select **Headphone**.
   - To output from an audio system connected to the TV, select **Audio Out**.
   - To output from a subwoofer, select **Subwoofer**.

5. **Select Sound and adjust the desired settings.**
   For example you can set **Sound Booster** to enhance treble/bass and reproduce dynamic sound, **Clear Voice** (R Series) or **Voice Zoom** (W Series) to emphasize voice or ambient sounds.

Need more information of your BRAVIA TV?

Press i-Manual button on your remote and get the most of your BRAVIA (W Series only).

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